



# PATTERSON LAKES PRIMARY SCHOOL

No. 5190

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Principal: Carole Mayes

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## OSHC – Children Not Collected From After School Care Policy

### RATIONALE

On occasion a parent or guardian may not arrive at the program to collect the children by program closure time.

### AIM

To ensure the safety of a child should he/she not be collected by an authorised person prior to the completion of after school care at 6:15pm.

### IMPLEMENTATION

These procedures apply to program staff.

- Two staff members are to remain on duty at the program when a child is not collected by 6:15pm. Two staff members are required to remain until the child is collected.
- If the parent/guardian has not arrived at the program by 6:20pm, or made phone contact to the program, staff should use family contact details on the enrolment form to contact the parent/guardian.
- If the parent/guardian has not arrived at the program by 6:30pm or made phone contact to the program, staff should use the family's emergency contact numbers advising them of the situation and request that they collect the child immediately.
- If the emergency numbers cannot be contacted, staff must remain at the program with the child. If it is a problem for staff to remain at the program with child, they must contact the relief staff or school Principal.
- Staff must also take the following actions:
  - Contact the school Principal
  - Contact the local police station, explain the situation and inquire if there is any information available on the parents' whereabouts.
  - From this point onwards, keep a record of all phone calls made, the times, dates and discussions.
- Keep trying to contact the parent/guardian.
- At all times while the child is in care, ensure that least possible trauma occurs to the child. Do not allow children to overhear phone conversations or experience your anxiety. Make some food, play a game or watch a movie with the child. Continue to reassure them.
- If no contact is made with parents or emergency contacts by 7:15pm call Department of Human Services on after hours phone number 131 278.
- Under no circumstances can a staff member transport the child in their car. There must always be two staff members on the premises.
- **Please note:** Late fee of \$1 per 1 minute per child applies

### REFERENCES

Children Services Handbook

Outside School Hours Care National Standards, 4.3.1


### EVALUATION

Guidelines are updated annually and/or as per DET recommendations.

### CERTIFICATION

This policy was ratified at the School Council Meeting held at Patterson Lakes Primary School, October 18, 2016.

Signed

  
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School Council President

Signed

  
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Principal